

OVERVIEW

A **case record** is a folder, with a numbered tab, established for a particular client group and containing all forms, documents and other evidence relevant to the group's current and past eligibility for all programs. A household/eligibility determination group who receives benefits from **more than one program** should have a single case record. Do not create a separate case record for each program.

All documents (including DHS forms), notices and other written correspondence regarding the group's eligibility, benefit status or benefit level must be organized into packets and filed in one case record. Case records must document **all** of the following:

- Date of application.
- Date and basis for disposition of the application/request.
- Facts essential to the eligibility determination.
- Amount or level of benefits.
- Actions taken by the local office regarding the case.

Confidential Nature of Case Records

Federal and state laws restrict the use and release of client information. See BAM 310, Confidentiality and Public Access to Case Records, for the conditions and requirements.

Record Retention

No case record material can be removed and destroyed unless DHS policy regarding retention and disposal is met. Administrative Handbook Records Management & Warehousing (AHS) 502, Records Management, has instructions.

PACKETS

Information must be organized into packets. When a household/eligibility determination group receives benefits from **more than one program**, program-specific materials may be filed into separate packets or combined into one. An SER packet is required for all SER requests and must be filed in the group's case record.

Chronological Requests

Group materials by chronological request:

**Supporting
Documentation**

- DHS-1171, Assistance Application.
- DHS-1010, Redetermination form.
- DHS-1514, Application for State Emergency Relief.

Bridges retains the DHS-1419 and DHS-849 in correspondence. Other documentation includes verification of income, assets, required payments, billing invoice, copayment/shortfall/contribution/proration payment documentation, etc. and:

- DHS-2157, Repay Agreement.
- DHS-4740, Lien on Real Property.
- DHS-4742, Lien Discharge on Real Property.

**Obsolete SER
Packet**

A SER obsolete packet may be created. File obsolete forms chronologically. However, information for the current and previous year must be retained in the current packet.

Note: Obsolete packets, if stored separately from the current packet, must be retained for an additional three years.

Lifetime Limits

Payment documentation for any service that has a lifetime limit must remain in the **current** case record until the limit is no longer allowed or applicable. This includes any energy-related home repairs since January 1, 1978, all non-energy related home repairs, all information regarding previous liens from 1994 - 1997, all unpaid repayment agreements and all home ownership services.

LEGAL BASE**SER**

MAC R400.7001 et seq